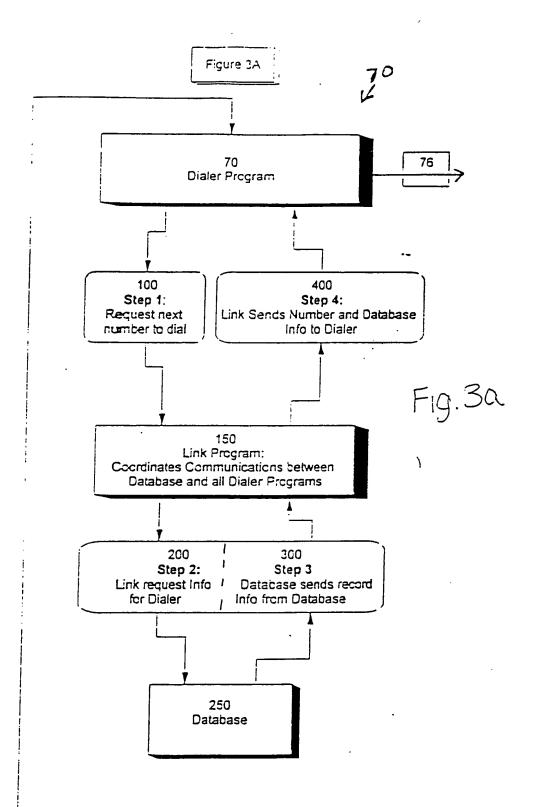
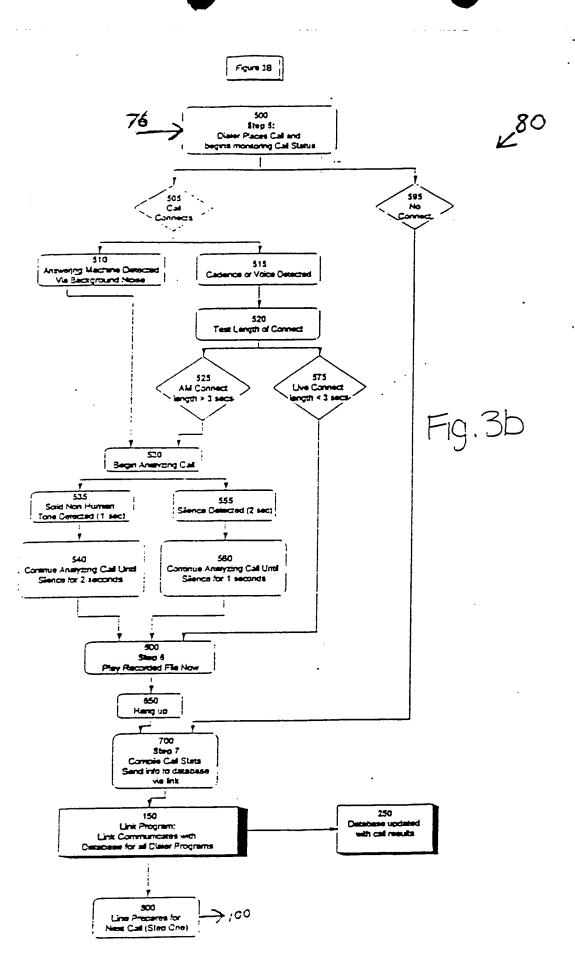


100 Step 1. Request Next Number to Dial 200 Step 2. Link Request Info for Dialer Step 3. 300 Database sends record Info from Database 400 Step 4. Link Sends Number and Database Info to Dialer 500 Step 5. Dialer Places Call and begins Monitoring Call Status 600 Step 6. Play Recorded File Now 700 Step 7. Compile Call Stats Send Info to Database via Link





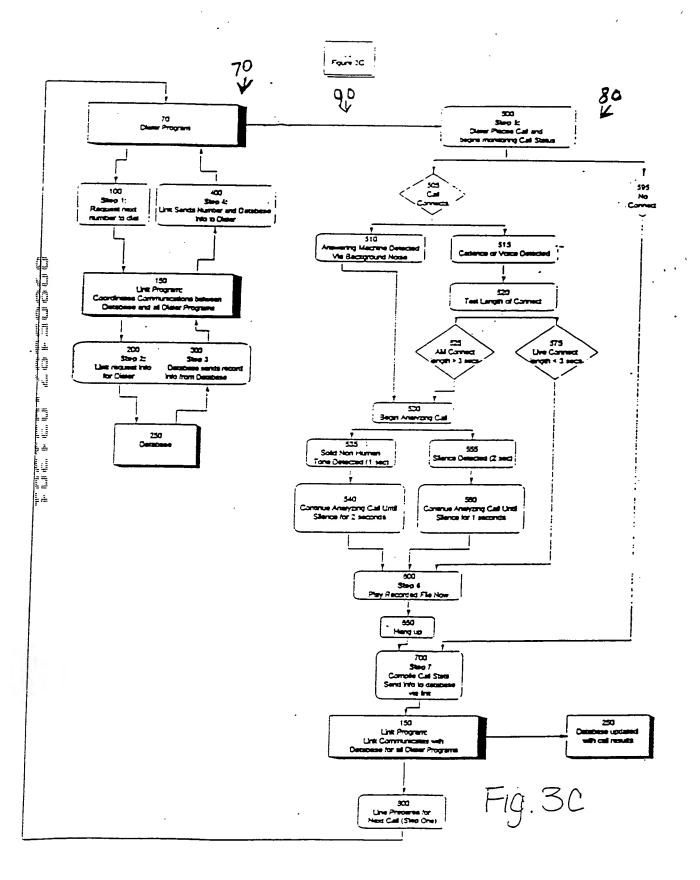


Figure 4

Market Ability
9 Sunshine Blvd
Ormond Beach, FL 32174

(904) 676-1520 fax (904) 676-1127

RealCall Recap for HBO Free Preview - Phoenix 4/6/98 11:31:49 AM

| Total Database Records Total Call Attempts | 33083 37887 | | |
|---|--------------------------------|---|------------------|
| Total Connections: | 27259 | Database 82.40% | Connection |
| Answering Machines Human Answers | 17930 9329 | 54.20% 28.20% | 65.783 34.223 |
| Busy No Answer No Ring Operator Intercept Time Out Fax Tone | 183 0 51 3473 2043 | 0.55% 0.00% 0.15% 10.50% 6.18% 0.19% | |

Call Details:

Unreachable Records 3588 10.859
Fax tone, No ring, Operator intercept

Retryable Records 2226 6.739
Reason: Busy + No Answer + Time Out

Live Connection Stats:

Number of live connections: 9329 Length of voice file(s): 30

| Length | ο£ | call | (secs) | Number | of | con | nects |
|-------------|----|------|--------|--------|------|------|-------|
| 0 - | 10 | | | 362 | 3. | .88 | 8 |
| 11 - | 20 | | | 1481 | . 15 | 5.88 | 8 |
| 21 - | 25 | | | 448 | 4. | 8 8. | |
| 26 – | 30 | | | 7038 | 75 | 5.44 | * |

